



**Kankakee Police Department
385 E. Oak Street
Kankakee, IL 60901**

COMPLIMENT, CONCERN OR COMPLAINT

GOOD SERVICE RECOGNITION

The Kankakee Police Department is proud of its members and believes that they provide a high quality of service to the public. If you would like to recognize the positive efforts of any of its employees, please take a moment to let us know who it is and what he or she has done. Please be as specific as possible.

GOOD SERVICE RECOGNITION NOMINATION FORM

Department member's name/Badge number:

Date/Time the incident took place:

Location of the incident:

Report number if applicable:

Your name:

Your telephone number (optional):

Your address (optional):

Your Comments:

OUR COMPLAINT POLICY

The Kankakee Police Department recognizes that maintaining professional conduct requires a review process that will ensure the Department's integrity and maintain public confidence. The internal investigation system of the Department reviews all complaints against its members and properly adjudicates such complaints. All complaints will be investigated with objectivity, fairness and honesty.

In all aspects of the internal investigation, the rights of the community, its citizens and the employee under investigation will be fully preserved. All investigations will be conducted in a fair and impartial manner. The primary objective of this review process will be to determine facts that will either support or disprove the allegations.

WHO MAY COMPLAIN

Any citizen who witnesses or had direct knowledge of police misconduct may file a complaint with the Kankakee Police Department. The citizen need not have been personally involved to do so.

RESPONSIBILITY- OURS AND YOURS

The Kankakee Police Department views all citizen complaints against its employees very seriously and actively pursues investigations into misconduct. For this reason, it is important for us to ensure that your complaint is based on fact. False reporting in an attempt to unjustly subject a police employee to undeserved discipline or slander, or place his/her employment in jeopardy, can result in criminal charges and/or civil suit.

WHEN SHOULD YOU COMPLAIN?

Whenever you witness behavior by any Department employee which is contrary to Department policy: is a violation of city, state or federal law; involves the excessive use of force; or involves discourteous or abusive treatment.

WHO INVESTIGATES THE COMPLAINT?

Complaints are generally filed with any Police Department supervisor. A complaint may initially be filed in person, by mail or telephone. Allegations of a serious nature will require that the City Inspector discuss the events in question in a personal interview.

WHAT IS THE COMPLAINT PROCEDURE?

Any Department member receiving a complaint/allegation against another member shall direct that person to the supervisor on duty. The supervisor receiving the initial complaint will accomplish the following:

1. Record the name, date of birth, address and home and work phone numbers of the complainant and witnesses; how the complaint was received; and other information pertinent to the complaint. This information and the specific details will be recorded in writing on the form entitled Preliminary Citizen Complaint Fact Sheet. Generally, no personnel complaints will be accepted from an intoxicated or otherwise impaired complainant.
2. The supervisor shall make a determination as to the seriousness of the complaint. The procedure to follow will be based on whether or not the supervisor determines that the complaint is minor or major.

3. **Minor Complaint**

Minor complaints are those regarding a personality conflict, discourtesy or poor service which are non-criminal in nature and are not major violations of Department policies and procedures. These may be handled by the supervisor receiving the complaint if the supervisor is able to resolve the matter at his level. If the supervisor is unable to resolve the matter, it is to be directed to the next highest supervisory level.

The supervisor receiving or initiating the complaint will comply with all requirements involving the recording of complainant information and complainant allegation. The supervisor will indicate what action was taken (resolved, directed to the next level of the affected employee's supervisor, and/or forwarded to the Director of Police with a recommendation).

Each supervisory level involved in attempting to resolve the complaint will indicate their actions, comments and recommendations and attach same to the employee misconduct inquiry form.

4. **Major Complaint**

Upon receipt of a major complaint (a direct violation of a criminal law or a serious violation of Department policy and procedure), the following process will be followed:

The citizen making the complaint or allegation will be required to complete a Preliminary Citizen Complaint Fact sheet and Affidavit. (This form serves to protect the employee against severe disciplinary action by affirming the complaint/allegation to be true and advises the citizen they are subject to legal remedies by the aggrieved party should the

complain (allegation be false.) Refusal to complete the form will generally preclude a formal investigation from being conducted, and the complaint should be heard whether they wish to complete the form or not, with the supervisor taking action deemed to be appropriate based on the information obtained.

The supervisor receiving the complaint will immediately notify the highest ranking shift supervisor or Deputy Chief. It will be the ranking officer's responsibility to ensure the appropriate forms are completed and that a written report is submitted to the City Inspector as soon as possible during working hours and within a reasonable time during non-normal working hours. The urgency for this type of notification during non-working hours is left to the discretion of the individual supervisor.

Upon completion of the investigation, the final report by the City Inspector will conclude with the classification of the complaint into one of the following categories.

- A. UNFOUNDED--** Allegation is false or not factual.
- B. EXONERATED--** Incident occurred, but was lawful and proper.
- C. NOT SUSTAINED--** Insufficient evidence either to prove or disprove.
- D. SUSTAINED--** Allegations supported by the investigation.
- E. POLICY PROCEDURE FAILURE--** Denoted that the alleged act did occur; however, the officer was acting in accordance with established Department policy and procedure that had a weakness regarding the specifics of the case or there was a lack of policy regarding the specifics of the case.

WHAT WILL YOU BE TOLD?

City, state and federal personnel laws govern an employee's privacy rights. You will be advised of the findings and the conclusion of fact by the City Inspector.



City of Kankakee
Kankakee Police Department

**Preliminary Citizen Complaint
Fact Sheet**

NAME OF COMPLAINANT _____

ADDRESS _____ PHONE (H) _____

DATE OF BIRTH _____ (W) _____

DATE OF INCIDENT _____ TIME _____

PLACE OF INCIDENT _____

WAS COMPLAINANT ARRESTED ☐ YES ☐ NO ARREST NUMBER _____

POLICE DEPARTMENT EMPLOYEE(S) INVOLVED: _____

NATURE OF ALLEGED COMPLAINT:

A. ☐ VERBAL ABUSE

D. ☐ UN-PROFESSIONAL CONDUCT

B. ☐ EXCESSIVE FORCE

E. ☐ OTHER

C. ☐ INJURIES

BRIEF EXPLANATION OF ALLEGATION:

COMPLAINANT REFERRED TO _____

FOR FORMAL INTERVIEW DATE _____ TIME _____

OFFICER TAKING REPORT _____

DATE OF REPORT _____

SIGNATURE OF COMPLAINANT _____



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COMPLAINT RESOLUTION FORM

I understand that I have the right to have the facts in my Preliminary Citizen Complaint thoroughly investigated by departmental and/or legal authorities.

I acknowledge that a discussion of my complaint was conducted with _____ a representative of the Kankakee City Police Department and was resolved to my satisfaction as denoted below.

I also understand that the complaint and supporting documents will be reviewed by Department Supervisors and the Kankakee City Inspector and may be reinstated for formal investigation.

I affirm that my decision was given freely and voluntarily and is not the result of threats, promises, or coercion in any manner.

I also understand that this resolution will not negate or mitigate any criminal or administrative violations.

The conflict was resolved in the following manner:

1. Action to be discussed with Officer. _____
2. Incident brought to the attention of the Police Command. _____
3. Other: _____

Signature: _____ Date: _____

Printed Name: _____

Address: _____

Telephone: _____

Department Representative: _____

Title: _____

*****OFFICIAL USE*****

Reviewed by:
(initial)

Patrol Supv. Shift Cmdr. Division Cmdr. Deputy Chief Chief City Insp.